HOTEL DIRECTORY & INTERNATIONAL DIRECT DIALLING GUIDE

The Hotel Como is pleased to introduce you to our electronic keycard system.
By inserting your personal keycard, a computer code is activated which unlocks your door. Like a traditional key, your personal keycard works only in your assigned room. But, unlike traditional keys, the combination of each room's computer code is changed after each checkout. This measure provides a degree of security and convenience never before possible.

Here's how your key works:

1 Insert Card.
2 Turn handle.

630 CHAPEL STREET SOUTH YARRA 3141
MELBOURNE VICTORIA AUSTRALIA
TELEPHONE 03] 824 0400 INTERNATIONAL +613 824 0400
FACSIMILE 03] 824 1263 TELEX COMO AA 134854
TOLL FREE RESERVATIONS 008 033 400

WELCOME...

to The Hotel Como. We are delighted that you have chosen to stay with us and we look forward to making your visit a memorable one.

Our intention is to provide each guest with the kind of service found only in world class hotels and to this end each of our employees is dedicated to making your stay with us as comfortable as possible. This welcome booklet will guide you through the many superb features of the hotel and the complex and we trust you will take a moment to familiarise yourself with these. Should you have any questions please contact any member of our staff who will be happy to assist you.

We thank you for the pleasure of your company.

Sincerely,

Patrick L. Griffin
General Manager

FIRE SAFETY GUIDE

The fire safety system provided by The Hotel Como is one of the most advanced systems available. It consists of sprinklers, smoke detectors and heat detectors, linked to a control centre that is monitored constantly.

We would like you, however, to note the following basic safety precautions.

1 Familiarise yourself with the fire exit locations as indicated in your room.
2 Always place your key in the same place in the room and take it with you when you leave the room.
3 Make sure you know the hotel's emergency number 8 in case of fire.
4 Do not use elevators.
5 Remain calm.
6 If you discover a fire, dial emergency number 8.
7 Feel edges of doors and doorknob.
a] If heat is evident, stuff wet towels or any wet material under the door.
b] Remain close to floor.
c] If heat is not evident, open door slowly and take your room key and proceed to the nearest Fire Exit. If you encounter smoke, crawl on hands and knees.
8 Assemble in area at the front of the hotel or as directed.

MAXIM'S FINE DINING ROOM SERVICE

DIAL 3

LUNCHEON: 12.00-2.30pm
DINNER: 6.00-11.00pm

Maxim's Lounge: 11.00am-11.00pm

Maxim's Restaurant, which has since 1956 been located on Toorak Road, has moved to The Hotel Como, and this superb restaurant will operate the fine dining room service to our Guest rooms. By dialling 3 from your room phone, you will be connected with Maxim's room service and you will be able to give your order, selecting dishes from Maxim's Fine Dining menu located in your room directory. Experience the renowned cuisine and service of Maxim's.

Additionally by dialling the same number 3 you can make a reservation in the restaurant. The perfect place to entertain your business associates, family or friends for a meal or simply a drink at the bar.

IN-ROOM DINING

DIAL 4

In-room dining, 24 hours. Enjoy breakfast, light meals, or savouries in the privacy of your own room. Service is prompt and food is prepared as you have ordered it. Please consult the In-Room Dining menu.

BREAKFAST

DIAL 4

Service will be from 6.30am to 10.30am.

Complimentary continental breakfast is available in the Lady Eyre Williams Lounge on the 7th Floor, during the above times. Continental, Australian, or à la carte breakfast may be ordered in your room by ticking the items you require on the menu and hanging it on the knob outside your door before retiring or, alternatively, contact room service directly and place your order.

FOOD COURT

For more casual dining, visit the Food Court, adjacent to the hotel within The Como Complex.

There is a choice of restaurants, including Chinese and Asian, Steak and Seafood, a Coffee Island, Patisserie and Pasta Bar. All charges may be billed directly to your hotel account. The Food Court and Bar offer the ideal alternative to formal dining.

EXPRESS CHECK-OUT

If you presented a credit card upon check-in, simply fill out the information below and leave this page at the Front Desk on the day of your departure.

Your account will be processed through your credit card and if you desire, we will send you an itemised statement for your records immediately upon your departure.

Our check-out time is 11.00am.

SIGNATURE

I PLAN ON LEAVING AT:

TIME DATE

☐ I WILL NOT REQUIRE AN ITEMISED HOTEL STATEMENT.

☐ PLEASE SEND A COPY OF MY HOTEL ACCOUNT TO:

NAME (PLEASE PRINT)

COMPANY

ADDRESS

CITY STATE POSTCODE

PLEASE LEAVE THIS AT THE FRONT DESK ON YOUR DAY OF DEPARTURE

GUEST ROOM

GUEST HISTORY

So that we may be an even better host on your next visit with us, kindly provide information in areas that pertain to your specific personal preferences.

Please hand this form in upon your departure.

NAME

SPOUSE'S NAME

ROOM NUMBER THIS VISIT

MAILING ADDRESS

BIRTHDAY-MONTH DAY

SPOUSE'S BIRTHDAY-MONTH DAY

ANNIVERSARY-MONTH DAY

ROOM, BEDDING OR LOCATION REQUESTS

HOUSEKEEPING REQUESTS

SPECIAL DIET OR OTHER RESTAURANT/ DINING PREFERENCES

OTHER NOTES OR REQUESTS

INNKEEPERS LIABILITY ACT

Your attention is drawn to the following extract from the Innkeepers Act (Act No. 24, 1968, Section 7)

NOTICE

Loss of, or Damage to Guest's Property.
Under the Innkeepers Act 1968, an innkeeper may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the innkeeper or any servant in his employ.

This liability however–
a] extends only to the property of guests who have engaged sleeping accommodation at the inn;
b] is limited to one hundred dollars to any one guest except in the case of property which has been deposited, or offered for deposit, for safe custody.
c] does not cover motor vehicles or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to these premises or that liability thereunder attaches in any particular case.

HOTEL SERVICES

Guest Services & Information	2
Airline Reservations/Confirmations	2
Assistant Manager	9
Babysitting Services	6
Butler	4
Car Rental	2
Check Out	1
Front Desk	1
Guest Activities	2
Housekeeping	6
Information	2
Lounge	5
Laundry and Valet	6
Limousine Services	2
Maxim's–In Room Dining	3
Mail and Messages	1
Operator	9
Porter	2
Room Service	4
Reservations: Maxim's Restaurant	3
Reservations: Rooms	1
Taxi	2

TELEPHONE INFORMATION

Emergency	8
Hotel Operator	9
Hotel Telephone	03] 824 0400
Hotel Telex	Como AA 134854
Hotel Facsimile	03] 824 1263
Local Calls	0 + Number

Long Distance Direct Dialling:

- Interstate 0 + Area Code + Number
- International 0 + 0011 + Country Code + Area Code + Number

Room to Room: Dial the room number direct
Telephone rates are available through the Hotel Operator.

Your call will be metered, and charged to your account, showing the date, day and time the call was made, duration of the call and the number dialled.

Person to person calls can only be made through the hotel operator.
Please dial 9.

COUNTRIES WHICH CAN BE DIALLED FROM AUSTRALIA

You can dial calls to many areas in the countries listed. If the area code you want is not listed, or you require a telephone number within an area–

Dial 0 for an outside line.
Wait for the dial tone.
Dial 0103–and ask for the information you need.
For other countries calls must be made through the hotel operator (dial 9).
Time difference between Australia and other countries may be obtained by dialling 0 then 0103.

	Country Code	Time Difference AEST (Hours)	Area Code
Abu Dhabi	971	-6	
Abu Dhabi Town			2
Alaska	1	-18 to -21	907
Algeria	213	-10	
Algiers			2
Oran			6
Argentina	54	-13	
Buenos Aires			1
Austria	43	-9	
Innsbruck			5222
Salzburg			6222
Vienna			222
Bahamas	1	-15	
Nassau			80932
All others			809
Bahrain	973	-7	*
Bangladesh	880	-4	
Chittagong			31
Dhaka			2
Barbados	1	-14	809
Belgium	32	-9	
Antwerp			31
Brussels			2
Liege			41
Louvain			16
Bermuda	1	-14	809
Brazil	55	-13 to -15	
Brasilia			61
Rio de Janeiro			21
Sao Paulo			55
Canada	1	-13 to -19	
Edmonton			403
Montreal			514

NB: AEST + 1 hour during daylight saving (Oct-Mar)
* No Area Code required

	Country Code	Time Difference AEST (Hours)	Area Code
Canada cont.	1	-13 to -19	
Ottawa			613
Quebec			418
Toronto			416
Vancouver			604
Winnipeg			204
Cayman Island	1	-15	80994
Chile	56	-14	
Santiago			2
China	86	-2	
Beijing			1
Shanghai			21
Colombia	57	-15	
Bogota			1
Cuba	53	-15	
Havana			7
Czechoslovakia	42	-9	
Prague			2
Cyprus	357	-8	
Nicosia			2
Denmark	45	-9	
Alborg			8
Copenhagen (inner city)			1
Copenhagen (outer city)			2
Dubai	971	-6	4
Egypt	20	-8	
Alexandria			3
Aswan			97
Cairo			2
Suez			62
Port Said			66
Fiji	679	+2	*

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	Country Code	Time Difference AEST (Hours)	Area Code
Finland	358	-8	
Helsinki			0
France	33	-9	
Bordeaux			56
Cannes			93
Lyon			33
Marseille			91
Nice			93
Paris			1
French Polynesia	689	-20	*
Germany East	37	-9	
Dresden			51
East Berlin			2
Leipzig			41
Germany West	49	-9	
Berlin West			30
Bonn			228
Bremen			421
Cologne			221
Dusseldorf			211
Frankfurt am Main			611
Hamburg			40
Munich			89
Stuttgart			711
Gibraltar	350	-9	*
Greece	30	-8	
Athens			1
Corfu			661
Rhodhus			241
Salonica			31
Thessaloniki			31
Guam	671	same time	*
Hawaii	1	-20	808

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	Country Code	Time Difference AEST (Hours)	Area Code
Hong Kong	852	-2	
Hong Kong Island			5
Kowloon			3
New Territories			0
Hungary	36	-9	
Budapest			1
Iceland	354	-10	
Reykjavik			1
India	91	-4 to -5	
Bombay			22
Calcutta			33
Madras			44
New Delhi			11
Indonesia	62	-1 to -3	
Denpasar			361
Jakarta			21
Iran	98	-6 1/2	
Teheran			21
Iraq	964	-7	
Baghdad			1
Ireland	353	-10	
Cork			21
Dublin			1
Israel	972	-8	
Haifa			4
Jerusalem			2
Tel Aviv			3
Italy	39	-9	
Florence			55
Genoa			10
Milan			2
Naples			81
Rome			6
Turin			11

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	Country Code	Time Difference AEST (Hours)	Area Code
Jamaica	1	-15	809
Japan	81	-1	
Chiba			472
Hiroshima			82
Kobe			78
Kyoto			78
Tokyo			3
Yokohama			45
Kenya	254	-7	
Nairobi			2
Kiribati	686	+2	*
Korea (South)	82	-1	
Seoul			2
Kuwait	965	-7	*
Lebanon	961	-8	1
Liechtenstein	41	-9	75
Luxembourg	352	-9	*
Macau	853	-2	*
Malaysia	60	-2	
Kota Kinabalu			88
Kuala Lumpur			3
Penang			4
Malta	356	-9	*
Mexico	52	-16 to -18	
Acapulco			748
Mexico City			5
Monaco	33	-9	93
Morocco	212	-10	
Marrakech			4
Rabat			7
Nauru	674	+2	*

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	Country Code	Time Difference AEST (Hours)	Area Code
Nepal	977	-4	*
Netherlands	31	-9	
Amsterdam			20
Rotterdam			10
The Hague			70
New Caledonia	687	+1	*
New Zealand	64	+2	
Auckland			9
Christchurch			3
Dunedin			24
Hamilton			71
Wellington			4
Norfolk Island	672	+1 1/2	*
Norway	47	-9	
Bergen			5
Oslo			2
Pakistan	92	-5	
Islamabad			51
Karachi			21
Lahore			42
Rawalpindi			51
Papua New Guinea	675	same time	*
Philippines	63	-2	
Manila			2
Poland	48	-9	
Warsaw (for 7 digit numbers)			2
Warsaw (for 6 digit numbers)			22
Portugal	351	-9	
Lisbon			19
Puerto Rico	1	-14	809

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	Country Code	Time Difference AEST (Hours)	Area Code
Qatar	974	-7	*
Saudi Arabia	966	-7	
Jiddah			21
Riyadh			1
Singapore	65	-2	*
Solomon Islands	677	+1	*
South Africa	27	-8	
Cape Town			21
Johannesburg			11
Pretoria			12
South Korea	82	-1	
Pusan			51
Seoul			2
Spain	34	-9	
Barcelona			3
Bilbao			4
Madrid			1
Valencia			6
Sri Lanka	94	-4 1/2	
Colombo			1
Kandy			8
Sweden	46	-9	
Gothenburg			31
Karlstad			54
Stockholm			8
Switzerland	41	-9	
Basle			61
Berne			31
Geneva			22
Lausanne			21
Lucerne			41
St. Moritz			82
Zurich			1

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* No Area Code required

	Country Code	Time Difference AEST (Hours)	Area Code
Taiwan	886	-2	
Taipei			2
Thailand	66	-3	
Bangkok			2
Chiang Mai			53
Tonga	676	+3	*
Trinidad	1	-14	809
Turkey	90	-8	
Ankara			41
Istanbul			11
Uganda	256	-7	
Entebbe			4142
Kampala			41
United Kingdom	44	-10	
Aberdeen			224
Belfast			232
Birmingham			21
Bradford			274
Bristol			272
Cardiff			222
Edinburgh			31
Glasgow			41
Leeds			532
Liverpool			532
London			1
Manchester			61
Sheffield			742
Southampton			703
Southport			704
United States of America	1	-15 to -18	
Atlanta			404
Boston			617
Buffalo			716
Chicago			312

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* No Area Code required

	Country Code	Time Difference AEST (Hours)	Area Code
United States of America cont.	1	-15 to -18	
Cleveland			313
Dallas			214
Denver			303
Detroit			313
Fort Lauderdale			305
Honolulu			808
Houston			713
Jersey City			201
Kansas City			816
Las Vegas			702
Los Angeles			213
Miami			305
New Orleans			504
New York City			212
Palm Beach			305
Philadelphia			215
Pittsburgh			412
San Francisco			415
Seattle			206
Washington DC			202
U.S.S.R.	7	-7	
Leningrad			812
Minsk			017
Moscow			095
Vanuatu	678	+1	*
Vatican City	39	-9	698
Venezuela	58	-14	
Caracas			2
Yugoslavia	38	-9	
Belgrade			11
Dubrovnik			50
Zagreb			41
Zambia	260	-8	
Lusaka			1

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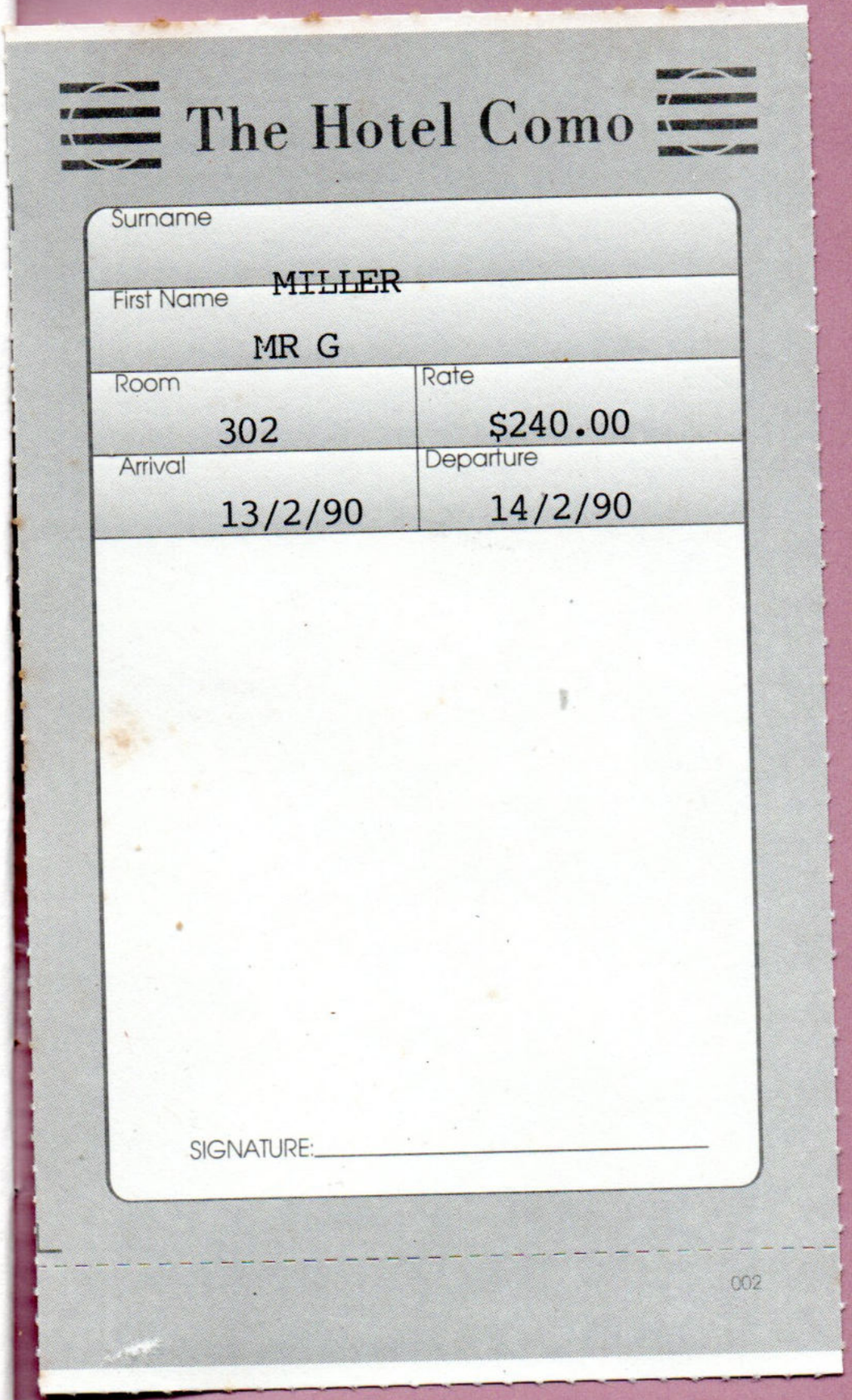
The Hotel Como

Surname MILLER
First Name MR G
Room 302
Rate $240.00
Arrival 13/2/90
Departure 14/2/90
SIGNATURE:
002